Facilities Maintenance Helpdesk Survey Report

March of 2010

Requestor	Work Order #	Additional Comments	Response Time	Quality of Work	Proper Cleanup after completion of work	Professionalism	Courtesy	Date	Technician (if known)
Slocomb, Kim	WRQ-02548		Excellent	Excellent	Excellent	Excellent	Excellent	3/18/2010	Lamar Sowell
Howell, Sandee	WRQ-02498		Excellent	Excellent	Excellent	Excellent	Excellent	3/5/2010	David Wilkes

Building Services General

Date Rcvd	Permit Number	Counter Service	Bldg Plan Review	Permitting	Building Services General Comments:
3/31/2010		5	5	5	Thank you all for all the help with my projects - Kilcrease Construction
3/31/2010	S36.207	5			
3/31/2010	BD201-1029	5		5	
3/31/2010		5			We couldn't believe what prompt service, no waiting, friendly - what a great experience!
3/31/2010		5			Purchased site plans - we're from Miami, FL where it would take about 2 hours to be waited on Here everyone is super firendly and
3/31/2010	BD2009-3946	5	5	5	
3/31/2010		5	5	5	Always so helpful and friendly. Way better than Marion County!

Total Permits 3

Average Counter Service Average Bldg Plan Review 5 5=Excellent 4=Good 3=Expected

Average Permitting Process 5

Tuesday, April 20, 2010

2=Fair 1=Poor

Page 1 of 1

CSA Departmental Staff

Date Royd	#1	#2	#3	#4	#5	#6	#7	#8	#9	#1 0	#11	CSA Staff Comments
3/4/2010 5		5	5	4	3	3	4	4	2	2	4	
3/4/2010	5	5	5	4	5	5	4	5	5	5	5	
Total Surveys	2				Ratin 5=Ou 4=Go	tstand	ing					
Average Ques	tion 1	5			3=Sat	isfacto	ory					
Average Ques		5				provei satisfa	nent N ectory	eeded				
Average Ques	5											
Average Ques	stion 4	4			Ques	tions						
Average Ques	stion 5	4								stration ect and) staff is responsive to my needs.
Average Ques	stion 6	4			3. CS	A pro	vides ir	ıdividu	al atte	ntion to	my de	partment. It issues concerning my department.
Average Ques	tion 7	4										aff is easily understood.
Average Ques		4.	5									nsily understood. he monthly management team meetings.
Average Ques	ition 9	3.	5		8. CS	A staf	f respo	nds pro	mptly	to my c	questio	ns, phone inquiries and other contacts. ly and professionally.
Average Ques	stion 10	3.	5		10. C	SA sta	iff adeq	uately	suppo	rts the c	reation	n/revision of departmental policies and procedures. port you receive from CSA.
Average Ques	tion 11	1 4.	5		11.10	, 0		outl		****** 6	v 5 u p	port you record from ooth

Probation

Average Question 12 4.5

Date Revd	#1	#2	#3	#4	#5	#6	#7	#8	#9	#10	#11	#12	Probation Comments
3/31/2010	5	5	5	5	5	5	5	5	5	5	5	5	Everything went fantasticl
3/31/2010	5	5	5	5	5	5	5	5	5	5	5	5	
3/31/2010	5	5	5	5	5	5	5	5	5	5	5	5	The support I received was outstanding-this has been as satisfactory an experience as possible
3/31/2010	5	5	5	5	5	5	5	5	5	5	5	3	
3/31/2010	4	5	2	4	5	2	5	3	⁻ 1	5	2	3	
3/31/2010	5	5	5	5	5	5	5	5	5	5	5	5	Thank ul
3/31/2010	5	5	5	5	5	5	5	5	5	5	5	5	Probation was fine but there needs to be better communication between W.C.F Lifestream -
etc.													
3/31/2010	5	4	5	4	5	5	5	5	5	5	5	5	Debra was very helpful and helped me very
much.													I'm glad she was my probation officer.
Total Survey	s 8					ting							
Average Que	stion 1	4.	9		4=(Outstar Good Satisfac							
Average Que	stion 2	4.	4.9				ement	Neede	1				
Average Que		4.	-				factory		.				
Average Que	stion 4	4.	8		Ou	estion	ıs						
Average Que	stion 5	5						f treate	d me v	vith resi	ect and	courtesy	٧.
Average Que		4.	6		2. 7	The ori	entatio	n sessi	on help	oed me	to better	underst	and what to expect of probation. to my issues.
Average Que	stion 7	5			4. 8	Staff ha	ad a det	tailed u	nderst	anding	of the p	robation mely ma	system.
Average Que	stion 8	4.	8										s, phone calls and other contacts.
Average Que		4.			7. N	vfy Pro	bation	Office	r answ	ered my	questic	ns both	clearly and professionally.
Average Que	stion 1	0 5			9. 7	The life	skills	I learn	ed wer	e helpfi	ıl to me		the conditions of my probation. future offenses.
Average Question 11		1 4.	6		11.	The pr	robatio	n office	e is cor	nvenien	tly locat	ted.	e regarding your probation.
	.41 44	• •	_									1	O O 7 1

Transit

Date Revd	#1	#2	#3	#4	#5	#6	#7	#8 1	9 Freq	Times/m	Trav Dr How often	On time?	Why not?	Transit Comments
3/31/2010	5	5	5	5	5	5	5	5	5	2	2 times a mon	nth		
3/31/2010	1	4	4	5	5	5	1	2	2	24				There seems to be a problem with scheduling and pick-ups. Someone is dropping the ball.
3/31/2010	4	4	5	5	5	5	5	5	5	13	2 times a mon	ith		
3/31/2010	5	5	5	4	5	5	5	5	5	0				All the drivers is very helpful and great.
3/31/2010	5	5	5	5	5	5	5	5	5	0				Thank you!
3/31/2010	2	3	3	3	4	4	4	4	4	20				I don't like how we have new system to press 2 and leave a message when ready for return trip home. It doesn't always plck up your message therefore your abondoned without a ride.

Total Surveys 6		I am a frequent passenger with SCT (Check mark indicates Y
Average Question 1	3.7	Frequent Passenger 4
Average Question 2	4.3	% of passengers frequent 67%
		Total Times Per Month 59
Average Question 3	4.5	
		Average Times per Month 14.8
Average Question 4	4.5	
Average Question 5	4.8	
Average Question 6	4.8	I travel on SCT vehicles to doctors' appointments outside
		of Sumter County (Check mark indicates Yes)
Average Question 7	4.2	
Lucius as Ossatlan 9	4.0	Total who travel to Dr. outside county 3
Average Question 8	4.3	% of passengers to Dr. outside county 50%
Average Question 9	4.3	70 of passengers to D1, outside county 5070
Rating		
5=Outstanding		When I travel to doctors' appointments outside of the County,
4=Good		When I travel to doctors' appointments outside of the County,
3=Satisfactory		I get there on time (Check mark indicates Yes)
2=Improvement Need	led	

Times/m Trav Dr How often

Transit Comments

100%

On time? Why not?

Total who travel to Dr. outside County, on time

% of passengers to Dr., on time

% of passengers to Dr., on time

Questions

1=Unsatisfactory

- 1. Recent scheduling of trips has been smooth and easy.
- 2. My reservationist was polite and helpful.

Date Revd #1 #2 #3 #4 #5 #6 #7 #8 #9 Freq

- 3. SCT vehicles are confortable.
- 4. SCT vehicles are clean.
- 5. My driver was helpful and courteous.
- 6. My driver was careful and safe.
- 7. I get picked up for my appointment on time.
- 8. I am delivered at my appointment on time.
- 9. Rate your overall satisfaction with the SCT services you receive.

Animal Control Adoption

Date Rcvd #1 #2 #3 #4 #5 #6 #7 #8 #9 #10#11 #12 Comments

3/17/2010 5 5 5 5 5 5 5 5 5 5 5

Adopt Dog Explain

lain Adopt Cat

Explain

Adoption

Pit Bull puppy May 2009 I love the pup I got. The officer that helped me pick him was awesome. She gave me a tour through the kennel, and when we finished, I asked her for a dog under a year old. She then escorted me to the side area where there were a few pups. When I saw the pit puppy(which I ended up getting), she asked if I wanted to see the mother who was also there. I got to see a beautiful dog with a great temperment and made my choice. I had to talk to my husband about the pup, so she told me she would try and hang on to him fo rht eday. I am so thankful for the help I got at the shelter. I have a great dog now and couldn't imagine life without him! Thank you

Total Surveys	1	Rating
		5=Outstanding
		4=Good
		3=Satisfactory
Average Question 1	5	2=Improvement Needed
Average Question 2	5	1=Unsatisfactory
Average Question 3	5	
Average Question 4	5	Questions
Average Question 5	5	1. Animal Control (AC) staff treated me with respect and courtesy.
-		AC staff thoroughly explained the adoption process.
Average Question 6	5	3. The adoption process was easy and affordable.
Average Question 7	5	 I was asked appropriate questions to aid in securing an adoption.
-		I did not wait long to adopt a pet from the shelter.
Average Question 8	5	6. I received the known history of the animal I adopted.
Average Question 9	5	AC staff responded promptly to my questions, phone calls and other contacts.
~		8. Oral instructions from AC staff were clear and easily understood.
Average Question 10	5	Written materials provided by AC staff were clear and easily understood.
Average Question 11		10. I will likely return to adopt another animal.
0 -		11. I will likely recommend the AC shelter to friends/relatives as a good place to adopt
Average Question 12	5	a pet.
J -		12. Rate your overall satisfaction with AC Services.

Did you adopt a dog? (Check indicates Yes)

Total Adopt a Dog

Date Revd #1 #2 #3 #4 #5 #6 #7 #8 #9 #10#11 #12

Comments

% Total Dog Adoptions 100%

Did you adopt a cat? (Check indicates Yes)

Total Adopt a Cat

% Total Cat Adoptions 0%

Planning/Zoning/Development Review

Date Revd	Project Number	Customer Service	Zoning/Planning Review	Development Review	P/Z/D Comments:
3/10/2010	T2010-0001	5	5	5	
			_	_	and the first
3/31/2010		5	5	5	All very nice ladies to work with.
3/12/2010	Phone Inquiry	5			
Total Pe	ermits 3				
			5=Excellent		
Average Custo	mer Service	5	4=Good		
Average Zonir	ng/Planning Review	5	3≔Expected		
			2=Fair		
Average Development Review		5	1=Poor		

Page 1 of 1

Housing Applicant

Date Rcvd #1 #2 #3 #4 #5 #6 #7 #8 #9 Staff Help You* Explain: If Not** If Not Explain: Comments Everyone there was very 3/10/2010 5 5 5 5 5 5 5 5 5 nice to me and did not make me feel like a pauper. Kathy and Sandy were very nice to explain everything to me. 1 truly appreciate all that has been done for me. Sandy is very kind an dso is Kathy. I missed one day and I wish that some of the 3/16/2010 1 1 1 1 1 1 1 1 1 1 people working in that office they removed me off the waiting list that I could be in the people that needs assistance shoes had been on for two just for a day I was years. removed off a waiting list. I think they should give people from the day the receive the letter ten days to respond and not ten days from when they sent the letter from their office. Rating Total Surveys 2 5=Outstanding 4=Good **Average Question 1** 3=Satisfactory Average Question 2 3 2=Improvement Needed Average Question 3 3 1=Unsatisfactory Average Question 4 3 Average Question 5 3 Questions 1. Housing staff treated me with respect and courtesy. Average Question 6 3 2. The application process was easy and understandable. 3. Housing staff provided individual attention to my issues. Average Question 7 3 **Average Question 8** 3 4. Housing staff responded promptly to my questions, phone calls and other contacts. 5. Housing staff answered my questions both clearly and professionally. Average Question 9 3 6. Housing staff thoroughly explained the paperwork I signed (if applicable). Was Housing staff able to help you? 7. Clear documentation was provided to me regarding the conditions of the (Check indicates Yes) agreement (if applicable). 8. The Housing office is conveniently located. Total Yes 1 9. Rate your overall satisfaction with your experience with Housing

Department.

If Housing staff could not help you, did staff provide information on other types of assistance that might be available in the area? (Check indicates Yes)

Yes, provided other assistance 0

% Yes Staff Help You

Parks and Recreation by Date Range

Date Revd	Facility	Initial Contact	Customer Service	Scheduling	Setup/Cleanliness	P R Comments:
3/2/2010	Lake Pan Recreation	5	5	5	5	This building is a great asset to your community. Thanks The birthday party was wonderful.
3/1/2010	Lake Okahumpka	5	5	5	5	Great people. Park is neat, clean and well attended to.
3/5/2010	Sumterville Comm Bld	5	5	5	5	He does a very good job. Everything is always clean.
3/12/2010	Lake Pan Recreation	5	5	5	5	Everything was perfect. We couldn't have it any better. Everyone did a great job.
3/10/2010	Lake Okahumpka	5	5		5	very nice park, we love the walk paths. Bathrooms smells really bad. Whoever put those there did a bad job.

Average Initial Contact 5 S=Excellent
Average Customer Service 5 3=Expected
Average Scheduling 5 2=Fair
1=Poor
Average Setup/Cleanliness 5

Bushnell Public Library 1-5

Date Reva	Noneofi Socializa Studwill Adultifiza Childfiza UseCom Massasin Massasin MusicCi AudioBu Books Not Rea Cilmon	#3 #3 Comment	# # # 4 Comment	# 5 # 5 Comment
	VoneofThes Socialize Socialize Study/Work AduitProgra TeenProgra ChildProgra ChildProgra ChildProgra DiseCompute Magazines Magazines Newspapers DVDs AutisicCDs Autis		# 4 Yes # 4 Comment	
3/4/2010		2		3
3/4/2010		3		3
3/4/2010		3		3
3/4/2010	Myspace and Facebook	3		2
3/4/2010	✓ Myspace	2		3
3/4/2010		0		3
3/4/2010		3		3
3/4/2010		2		2
3/4/2010		3		3
3/4/2010		3		3
3/4/2010		3	VI	3
3/4/2010		2		3
3/4/2010		2		3
3/4/2010		3 Helps a poor fellow out.	I would like more non-fiction and some booking by William Boy	3 All great folks
3/4/2010		3	V	3
3/4/2010		2		3
3/4/2010		0		0
3/4/2010		3		3
3/4/2010		3	V	3
3/4/2010		2	V	3
3/4/2010		0		0
3/4/2010		3	V	3

Date Reva	Use For Social Social Social Study Adult TeenE ChildE ChildE ChildE Adult Study Adult TreenE ChildE	# 3 #	3 Comment	# # # # 4 Comment	# 5	# 5 Comment
	Use For NoneofThes Socialize Socialize Study/Work AdultProgra TeenProgra ChildProgra ChildProgra ChildProgra Newspapers Newspapers Newspapers Newspapers Newspapers Newspapers Not Regular < Umonth Liweek 1-3/week			Not Loo No		
3/4/2010		3			3	
3/4/2010	Grandchildren in the afternoon	3	if larger facility it could house more research materials		3	
3/4/2010		3			2	
3/4/2010		1	Ordered a book @ least 3 wks ago from The Villages-still not here.		3	
3/4/2010		3			3	
3/4/2010		3		2	3	
3/4/2010		0			0	
3/4/2010		3			2	
3/4/2010		3			3	dVan. v
3/4/2010		3			3	
3/4/2010		1	There could be a somewhat better selection of magazines and movies/DVD's.		3	
3/4/2010		3	100_ 100_		3	eg a a see
3/4/2010		3			3	
3/4/2010		0	and of the lates of the		0	no Family State Sp. 1988 - 1981
3/4/2010		3	Whenever I've wanted a book personnel have alays been very supportive.		3	
3/4/2010		1		>	3	
3/4/2010		3			3	Staff are always very friendly and very helpful
3/4/2010		3	. 40	V	3	
3/4/2010		3			3	
3/4/2010		3			3	

Date Royd	Use For	# 3 #	3 Comment		Comment	# 5	# 5 Comment
	Use For NoneofThes Socialize Study/Work AdultBrogra TeenBrogra ChildBrogra UseCompute Magazines Magazines AudioBooks AudioBooks AudioBooks Not Regular ///week //-3/week			Not Loo (No			
3/4/2010	there are no programs for adults	2	The selection is small need more diverse authors			2	
3/4/2010		3				3	
3/4/2010		0				0	and county
3/4/2010		3				3	ny 10 -
3/4/2010		3		V	• % • • • •	3	
3/4/2010		3			for any to	3	
3/4/2010		2				3	1000 000 1100
3/4/2010		3				3	Always smiling and helpfule above and beyond
3/4/2010	My own computer use library for WiFi	0			Northern	0	No problems
3/4/2010		0				3	and Company of
3/4/2010		2	Need larger inventory of non fiction books			3	
3/4/2010		3			~~~	3	vi
3/4/2010		3				3	
3/4/2010		2			V N. 10 A. V / 10	3	
3/4/2010		3				3	
3/4/2010		1	I have been waiting along time for my duds			3	
3/18/2010		2				2	not very friendly but helpful if needed
3/23/2010		0				0	

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1. How often do you visit the library?

Total One to three times	28	Percent Total Surveys	47%
Total At least once	17	Percent Total Surveys	28%
Total Less than once	4	Percent Total Surveys	7%
Total Not on regular basis	7	Percent Total Surveys	12%

2. Which services do you frequently use at the library? (Check all that apply)

Total Books	35		Percent Total Surveys	58%	
Total Audio Books	10		Percent Total Surveys	17%	
Total Music CDs	2		Percent Total Surveys	3%	
Total DVDs	20		Percent Total Surveys	33%	
Total Newspapers	8		Percent Total Surveys	13%	
Total Magazines	5		Percent Total Surveys	8%	
Total Use Computer	37		Percent Total Surveys	62%	
Total Attend Child Program	ms	2	Percent Total Surv	eys	3%
Total Attend Teen Program	ns	0	Percent Total Surv	eys	0%
Total Attend Adult Progra	ms	3	Percent Total Surv	eys	5%
Total Study or Work Space	e	10	Percent Total Surv	eys	17%
Total Socialize		1	Percent Total Surv	eys	2%
Total None of these		3	Percent Total Surv	eys	5%

3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average # 3 2.22

3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	39	Percent Total Surveys	65%
Total Question 4 No	5	Percent Total Surveys	8%
Total Question 4 Not Look Today	6	Percent Total Surveys	10%

5. The library staff was responsive to my needs.

Average # 5 2.55

3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Bushnell Public Library 6-10

Date Revo	70ther Compute 7Adult 7Teen 7Child 6None 6None 6Summer 6Summer	ment Size	Cleanlines	Furniture	Computers	8Comment	Male	56+ 40-55 25-39 18-24 Under 18 Female	Additional comments
3/4/2010		2	2	2	1				
3/4/2010		2	3	3	2				
3/4/2010		3	3	3	3		✓		Appreciate being able to use one of your computers when needed when I am in your state.
3/4/2010		3	3	3	3				
3/4/2010		3	3	3	3				
3/4/2010		3	3		3				
3/4/2010		3	3	2	2		V		
3/4/2010									
3/4/2010		2	3	3	3				All the Library help is very good.
3/4/2010		2	2	2	2				
3/4/2010		3	3	3	3				Nothing needs to be changed.
3/4/2010		2	2	2	1		✓		Would like to see more educational videos.
3/4/2010		3	3	3	3		✓		We are in Bushnell 2 months every year @ Blueberry hill RV Park with no laptop computer. I come here to check and delete our emails. Thank you for the service.
3/4/2010	Music	1	3	2		I would like more books, more comfortable computer work stations	V		Libraries are an extremely valuable resource, keep up the great work and thanks.
3/4/2010		2	3	3	2				
3/4/2010		2	2		2	Visitor			
3/4/2010									We were visiting this area, needed a library and found one of the nicest person helping us. Roxzell is a real jewel and credit to your library.

Date Revi	6None 6Adult 6Compute 6Teen 6Summer 6Summer	70ther 7Compute 7Adult 7Teen 7Child	70ther Comment	Size	Cleanlines	Furniture	Computers	8Comment	Male	Female		17-10- 10	18-24	25-39	40-55	56+	Additional comments
3/4/2010				3	3	2	2			V	/	<u> </u>			✓		
3/4/2010		7		2	3	3	2	Needs a baby changing facility		[?] [7 [✓			Have a wonderful day. Can you get the Sunday newspaper here.
3/4/2010				2			2			(V	7	7				V	
3/4/2010				2	2	2				V						✓	A former colleague of mine (from a different Country) commented on this Library last summer. She was very pleased-surprised at the way the staff and system was so inviting-especially to the young adults and small children. I shared the same sentiment with her. As adults we understand the rules of the library but a library must be conducive to the needs and atmosphere of the community. Does the current management know what we need?
3/4/2010				3	3	3	3			Q	2] [/][V	Always had great service.
3/4/2010	V			2	3	3	2		✓					✓			This library is very nice, though it could use a little expansion and a few more computers.
3/4/2010			history, craft, mini sessions of re- enactment for Dade Civil, etc. Sumter has some locals	2	3	1	2	I am not impressed with removal of inviting welcoming touches. I went thru tis at a workplace it doesn't up participationof community. What happened to the décor, sitting area, plants? This place looks like a prison library now.		V	7						The teen area was a good idea. Kids need to use library and without any effort to make it welcome them once they aren't brought by parents, they don't come.
3/4/2010				2	3	2	2			V		/		✓			

Date Reva	70ther Comment 70ther 70ther 7Compute 7Adult 7Teen 7Child 6None 6Adult 6Compute 6Teen 6Summer	Size	Cleanlines	Furniture	Computers	8Comment	56+ 40-55 25-39 18-24 Under 18 Female Male	Additional comments
3/4/2010		3	3	3	3			Used library facilities 2 yrs ago for therapy dog training-library was adequate for training-very satisfied.
3/4/2010		3	3	3	3			
3/4/2010		3	3	3	3			Withour Mrs. Tena the Library isn't the same.
3/4/2010		3	3	3	2	_		Need to get the movie The Outsider in. thank you
3/4/2010		2	2	2	1			
3/4/2010		3	3	3	1	Could be a few more as the line up can be long at times		The staff is excellent always friendly polite and respectful.
3/4/2010		3	3	3	3			
3/4/2010					•	- A A A A A A A A A A A A A A A A A A A		
3/4/2010		2	3	3				
3/4/2010		3	3	3	2			
3/4/2010								
3/4/2010		3	3			Really personnel you had, bofore change, also "What Happened"		You should be very proud of your library and the Florida "system". I'm impressed! "Have a great life (and year 2010).
3/4/2010		1	3	3	3	a report for the		It does great for its size.
3/4/2010		3	3	3	3			- At 18
3/4/2010		3	3	3	3			
3/4/2010		3	3	3	3	,		I have also appreciated the faxing and copying services. Cant imagine my community without the library!
3/4/2010			3	3	3	,		Please get some new western audio books

Date Reva	ocmia	CCFIIA	Summer	6Teen	6Compute	6Adult	6None	, Cambo	7Child	7Teen	7.Adult	7Compute	70ther	7	Other Co	mment 	Size	Cleanlines	Furniture	Computers	8	Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	1	dditional comments
3/4/2010] [] 🔽			V			? [There use of prograi there are	ns now	s 2	2	2	1	1			✓	V	<u> </u>] [_				I see no african american authors. I would like to see the books here. Adults and children need to read books about people who look like them and who are of the same culture.
3/4/2010	[_][V	'] 🗸][]	Weight ex	xercise	2	3	3	2	2			V] [][][v	<u></u>	A Mod V
3/4/2010			THE PARTY OF THE P								proving the state of the state																				I am an AARP Member. I was very comfortable with the way the tax aide programs was working. Why was this program taken away from the Library? It Is a dis- service to the community as well as the AARP Community. Please restore this service. As a member of this community I am dis- satisfied with this non-service.
3/4/2010][] \	7	Page of the Control o		JE.	JC] [3	3	3	;	3			✓	7 5	Z [][Would like to see enlarged collection of Audio books- allows me to read and craft-stitich at the same time!
3/4/2010	Ĺ]][/][][3	3	3		3	m high find diff		Y	1][] [<u>v</u>		ward to
3/4/2010] []][\][][3	3	3	,	3	- 410-040		V	1		ונ][- Posterior
3/4/2010	[<u> </u>		V	V] [⊻	' [v			Would lik the happy therapy d children, helped m	y tails logs for		2	2		1		✓][] [2 [
3/4/2010	[\ \][3	3	3	;	3	Always neat, personnel neat except one lady show to much breast		¥	7	Z i [][][Zi	A remarkable difference since system switched to the County. More effiecient, more organized staff.
3/4/2010	[][] N	<u>[</u>]][][2	3	2			Additional space/electric for personal computers would be great!		V	<u> </u>][][7	

Date Revd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Compute	70ther	70	thei	r Co	91111	nent	Size	Cleanlines	Furniture	Computers	8	Com	mei	nt	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comments
3/4/2010											tenta, T				~~~~		2	2	2												>	This library was alive-more like a community- that feeling is not so evident now. It's just a library with books etc. This community needs a more people-oriented field-with the young people coming inutilizing the various areas and content. I was sort of thrilled of the respectful behavior of the young folks, the responsibility of walting on their time on computers, etc. The ability and consciousness of the young spoke well of the climate of Bushnell Library. This is the type of energy this library needs. I do miss the previous atmosphere of this library. Really miss it!
3/4/2010] [] [2	2	2							(V)	\	i 🗆			V	The library is always noisey-many people laughing, talking, cell phones ringing-party atmoshere. What happened to the quiet library where you could study and think!
3/4/2010			V] 🔽] [][]					3	3	3	;	3					V	V	V				The staff are wonderful
3/4/2010						V][]					3	3	3	: :	3		CAPACITA MATERIA			V	V				V	
3/4/2010][2	3	2	! :	2				✓							Sometimes I wonder if the library isn't used as a baby recreation service facility.
3/4/2010][<u> </u>]					3	3	3		3					V	V				V	
3/4/2010						V			V	<u> </u>][]			_,,		3	3	3	1	3				V) [V			
3/18/2010	V	✓) [) [. ✓] т	ax I	Pre	р		2	. 2	2	!	2					V	V) [I enjoy children's programs with my grandchildren during the summer. Please continue this summer! Library is awfully quiet nowmiss the interaction

7Adult 7Teen 7Child 6None 6Adult 6Compute 6Teen 6Summer 6Summer	Furniture Cleanlines Size 70ther Comment 70ther	Under 18 Female Male Computers	Additional comments 56+ 25-39 25-39
3/23/2010			Download Free- Tomorrow for Today- Some people use an internet free program called "Skype". To PC with "Skpye" can communicate both audio and video free for as long as you want. You can talk and see who you are communicating with. Would be nice if your librarys would download and support it. You could even talk to and see your own staff. Yours truly Joseph Coleman

6. Please indicate which programs you have participated in during the past 12 months. (Please check all that apply.)

Total #6 Children Programs Events	5	Percent Total Surveys	8%
Total #6 Summer Reading Program	2	Percent Total Surveys	3%
Total #6 Teen Programs Events	3	Percent Total Surveys	5%
Total #6 Computer Classes/Workshops	5	Percent Total Surveys	8%
Total #6 Adult Programs Events	5	Percent Total Surveys	8%
Total #6 None of These Programs	32	Percent Total Surveys	53%

7. Please check any areas below where you would like to see more programs offered at the library. (Please check all that apply.)

Total #7 Children Programs Events	10	Percent Total Surveys 17%	
Total #7 Teen Programs Events	11	Percent Total Surveys 18%	
Total #7 Adult Programs Events	13	Percent Total Surveys 22%	
Total #7 Computer Classes/Workshops	14	Percent Total Surveys 23%	
Total #7 Other	1	Percent Total Surveys 2%	

8. Please rate your satisfaction with the physical facility of this library:

Average Size	2.49	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Cleanliness	2.79	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Furniture/Furnishings	2.64	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Number of Computers	2.4	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied

Please tell us about yourself.

Are you:	Total Male	15	Percent Total Surveys	25%
-	Total Female	41	Percent Total Surveys	68%

How old are you?

Total Under 18	4	Percent Total Surveys 7%
Total 18-24	3	Percent Total Surveys 5%
Total 25-39	10	Percent Total Surveys 17%
Total 40-55	5	Percent Total Surveys 8%
Total 56+	34	Percent Total Surveys 57%

Library on Wheels 1-5

NoneofThes Socialine Study/Work AdultProgra ChildProgra ChildProgra LiseCompute Magazines Newspapers DVDs AudioBooks Books Not Regular (11month Lweek	#3 #3 Comment	# 4 Comment # 4 Not Loo # 4 No	#5 #5 Comment
3/1/2010	3	V	3
3/31/2010	3 I love the books	Serena the salsa fairy	0
3/31/2010	3	\mathbf{Z}	3
3/31/2010	3	∀ □	3
3/31/2010	3	☑ □	3
3/31/2010	3	2	3
3/31/2010	2	✓ 🗆	3
3/31/2010	3	V	3
3/31/2010	3	V	3
3/31/2010	3		3
3/31/2010	3	V	3
3/31/2010	3	V	3
3/31/2010	3	V	3
3/31/2010	3	Books requested received quickly	Very good answering questions and providing information

Date Royd Date Royd James Somme None of Thes Schulds Nork Adult Progra Child Progra Child Progra Child Progra Child Progra Audio Books Not Regular Climonth Lageck Not Regular Climonth	ent ##### # 4 Comment # 5 # 5 Comment # # Not Loo
--	--

1. How often do you visit the library?

Total One to three times	2	Percent Total Surveys	14%
Total At least once	9	Percent Total Surveys	64%
Total Less than once	0	Percent Total Surveys	0%
Total Not on regular basis	3	Percent Total Surveys	21%

2. Which services do you frequently use at the library? (Check all that apply)

Total Books	13		Percent Total Surveys	93%	
Total Audio Books	2		Percent Total Surveys	14%	
Total Music CDs	0		Percent Total Surveys	0%	
Total DVDs	4		Percent Total Surveys	29%	
Total Newspapers	1		Percent Total Surveys	7%	
Total Magazines	0		Percent Total Surveys	0%	
Total Use Computer	2		Percent Total Surveys	14%	
Total Attend Child Progra	ms	0	Percent Total Surv	reys	0%
Total Attend Teen Program	ns	0	Percent Total Surv	veys	0%
Total Attend Adult Progra	ms	0	Percent Total Surv	veys	0%
Total Study or Work Spac	е	1	Percent Total Sur	veys	7%
Total Socialize		1	Percent Total Sur	veys	7%
Total None of these		0	Percent Total Sur	veys	0%

3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average #3 2.93

3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	14	Percent Total Surveys	100%
Total Question 4 No	0	Percent Total Surveys	0%
Total Question 4 Not Look Today	0	Percent Total Surveys	0%

5. The library staff was responsive to my needs.

Average # 5 2.79

3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Library On Wheels 6-10

Date Rcvd 6Child 6Summer 6SChild 6Child 6Chi	Size	Cleanlines	Furniture	Computers	8Comment	Additional comments 56+ 40-55 25-39 18-24 Under 18 Female Male
3/1/2010					My answers are limited to mobile library	I hope to use more services during months of April through November.
3/31/2010						
3/31/2010	3	3	3	3	Traveling Library is Great!	
3/31/2010	3	3	3			
3/31/2010	3	3	3	3	·	
3/31/2010	2	3	3	3	1	
3/31/2010	2	3	3	3		
3/31/2010	3	3	3	3	}	
3/31/2010	2	3	3	2	2	
3/31/2010	3	3		3	;	Useful with the Book Mobile coming to the campground. Thank you
3/31/2010	3	3	3			
3/31/2010	3	3	3	1		☐ ☑ ☑ ☐ ☐ ☑ Very friendly staff
3/31/2010	3	3	3	3	3	
3/31/2010	2	3	2	2	2	Liked getting paper and magazine free from library on wheels. Thank you for giving us Library on Wheels.

6. Please indicate which programs you have participated in during the past 12 months. (Please check all that apply.)

Total #6 Children Programs Events	0	Percent Total Surveys 09	%
Total #6 Summer Reading Program	0	Percent Total Surveys 09	%
Total #6 Teen Programs Events	0	Percent Total Surveys 09	%
Total #6 Computer Classes/Workshops	0	Percent Total Surveys 09	%
Total #6 Adult Programs Events	0	Percent Total Surveys 09	%
Total #6 None of These Programs	13	Percent Total Surveys 93	3%

7. Please check any areas below where you would like to see more programs offered at the library. (Please check all that apply.)

Total #7 Children Programs Events	1	Percent Total Surveys 7%	ı
Total #7 Teen Programs Events	0	Percent Total Surveys 0%	ı
Total #7 Adult Programs Events	2	Percent Total Surveys 149	%
Total #7 Computer Classes/Workshops	2	Percent Total Surveys 149	%
Total #7 Other	0	Percent Total Surveys 0%)

8. Please rate your satisfaction with the physical facility of this library:

Average Size	2.67	3 Very Satisfied 2 Satisfied 1 Not Very Satisfied
Average Cleanliness	3	3 Very Satisfied 2 Satisfied 1 Not Very Satisfied
Average Furniture/Furnishings	2.91	3 Very Satisfied 2 Satisfied 1 Not Very Satisfied
Average Number of Computers	2.6	3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Please tell us about yourself.

Are you:	Total Male	6	Percent Total Surveys 43%
	Total Female	7	Percent Total Surveys 50%

How old are you?

Total Under 18	0	Percent Total Surveys 0%
Total 18-24	0	Percent Total Surveys 0%
Total 25-39	0	Percent Total Surveys 0%
Total 40-55	1	Percent Total Surveys 7%
Total 56+	12	Percent Total Surveys 86%

Page 2 of 2

Panasoffkee Library 1-5

NoneofThes. Specialize Shuds/Mork AdultProgra ChildProgra LiseCompute Magazines Newspapers Newspapers Newspapers Not Regular < Umonth Liseck 1-3/week 1-3/week	# 3 # 3 Commen	# 4 Comment # 4 Not Loo	#5 # 5 Comment
3/10/2010	3	Ø	3
3/31/2010	2 They have good varied can get it	a Is it and read the newspaper and magazines and books	The staff goes the extra mile to help the people
3/31/2010	3	People there are more than helpful finding books for me	0
3/31/2010	3		3

Page 1 of 2

Date Revd Date Revd Lise Compo Magazine Newspap Music CDs Mu	# 3 # 3 Comment # 5 # 5 Comment # 5 # 5 Comment	mment
hes vik vik vik vik vita vita vita vita vita vita vita vita	ΔΘ.	

1. How often do you visit the library?

Total One to three times	0	Percent Total Surveys	0%
Total At least once	3	Percent Total Surveys	75%
Total Less than once	0	Percent Total Surveys	0%
Total Not on regular basis	0	Percent Total Surveys	0%

2. Which services do you frequently use at the library? (Check all that apply)

4		Percent Total Surveys	100%	6
1		Percent Total Surveys	25%	
0		Percent Total Surveys	0%	
0		Percent Total Surveys	0%	
2		Percent Total Surveys	50%	
2		Percent Total Surveys	50%	
2		Percent Total Surveys	50%	
ams	0	Percent Total Surv	eys	0%
ms	0	Percent Total Surv	eys	0%
ams	2	Percent Total Surv	eys	50%
ce	1	Percent Total Surv	eys	25%
	1	Percent Total Surv	evs	25%
	0	Percent Total Surv	eys	0%
	1 0 0 2 2 2 2 ams ms	1 0 0 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 Percent Total Surveys 0 Percent Total Surveys 0 Percent Total Surveys 2 Percent Total Surveys 3 Percent Total Surveys 4 Percent Total Surveys 5 Percent Total Surveys 6 Percent Total Surveys 7 Percent Total Surveys 7 Percent Total Surveys	1 Percent Total Surveys 25% 0 Percent Total Surveys 0% 0 Percent Total Surveys 0% 2 Percent Total Surveys 50% 2 Percent Total Surveys 3 Percent Total Surveys 4 Percent Total Surveys 5 Percent Total Surveys 5 Percent Total Surveys 5 Percent Total Surveys 7 Percent Total Surveys

3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average # 3 2.75

3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	3	Percent Total Surveys	75%
Total Question 4 No	0	Percent Total Surveys	0%
Total Question 4 Not Look Today	1	Percent Total Surveys	25%

5. The library staff was responsive to my needs.

Average # 5 2.25

3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Panasoffkee Library 6-10

Date Revidence Section 17 Other Comme 7 Other Compute 17 Other 17	ut Size	Cleanlines	Furniture	Computers	8Comm	nent Male	Female	40-55 25-39 18-24 Under 18	Additional comments
3/10/2010	;	3 3				V	? [Great Library
3/31/2010 Yoga class sig language class braille course	-	2 3	2		more of time. Of is hard to get) <u>v</u>		I would like to see a daytime class an exercising, some crafts. More tapes - DVD on college courses - Maybe a current events discussion group.
3/31/2010	;	3 3	3		3	✓			I always enjoy my visits. The people really practice customer service.
3/31/2010		3 3	3	,	3				√ ì

Date Revel 6 Compute 6 Summer	8Comment Computers Furniture Cleanlines Size	Additional comments 56+ 40-55 25-39 18-24 Under 18 Female Male
---	--	--

6. Please indicate which programs you have participated in during the past 12 months. (Please check all that apply.)

Total #6 Children Programs Events	0	Percent Total Surveys	0%
Total #6 Summer Reading Program	0	Percent Total Surveys	0%
Total #6 Teen Programs Events	0	Percent Total Surveys	0%
Total #6 Computer Classes/Workshops	1	Percent Total Surveys	25%
Total #6 Adult Programs Events	2	Percent Total Surveys	50%
Total #6 None of These Programs	1	Percent Total Surveys	25%

7. Please check any areas below where you would like to see more programs offered at the library. (Please check all that apply.)

Total #7 Children Programs Events	0	Percent Total Surveys	0%
Total #7 Teen Programs Events	0	Percent Total Surveys	0%
Total #7 Adult Programs Events	2	Percent Total Surveys	50%
Total #7 Computer Classes/Workshops	1	Percent Total Surveys	25%
Total #7 Other	0	Percent Total Surveys	0%

8. Please rate your satisfaction with the physical facility of this library:

Average Size	2.75	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Cleanliness	3	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Furniture/Furnishings	2.75	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Number of Computers	2.5	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied

Please tell us about yourself.

Are you:	Total Male	2	Percent Total Surveys	50%
	Total Female	2	Percent Total Surveys	50%

How old are you?

Total Under 18	0	Percent Total Surveys 0%
Total 18-24	0	Percent Total Surveys 0%
Total 25-39	0	Percent Total Surveys 0%
Total 40-55	0	Percent Total Surveys 0%
Total 56+	4	Percent Total Surveys 100%

Wildwood Public Library 1-5

NoneofThes Socialize Shudv/Work AdultProgra LeenBrogra ChildProgra LiseCompute Magazines MusicCDs AudioBooks Books AudioBooks Books Limonth Liweek 1-3/week	#3 Comment	# 4 Comment # 4 Not Loo # 4 Yes	# 5 # 5 Comment
3/4/2010	3		3
3/4/2010	3	V	3

Date Revd 1 C A SBAND & BURE Rep Use For	#3 #3 Comment #4 Comment #5 #5 Comment
neot vialion in the control of the c	Not Ves
The report of th	(Louis Loui

1. How often do you visit the library?

Total One to three times	1	Percent Total Surveys	50%
Total At least once	1	Percent Total Surveys	50%
Total Less than once	0	Percent Total Surveys	0%
Total Not on regular basis	0	Percent Total Surveys	0%

2. Which services do you frequently use at the library? (Check all that apply)

Total Books	2		Percent Total Surveys	100%	,
Total Audio Books	1		Percent Total Surveys	50%	
Total Music CDs	0		Percent Total Surveys	0%	
Total DVDs	1		Percent Total Surveys	50%	
Total Newspapers	0		Percent Total Surveys	0%	
Total Magazines	1		Percent Total Surveys	50%	
Total Use Computer	0		Percent Total Surveys	0%	
Total Attend Child Prog	grams	0	Percent Total Surv	eys	0%
Total Attend Teen Prog	rams	0	Percent Total Surv	eys	0%
Total Attend Adult Prog	grams	0	Percent Total Surv	eys	0%
Total Study or Work Sp	ace	0	Percent Total Surv	eys	0%
Total Socialize		0	Percent Total Surv	eys	0%
Total None of these		0	Percent Total Surv	eys	0%

3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average #3 3

3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	2	Percent Total Surveys	100%
Total Question 4 No	0	Percent Total Surveys	0%
Total Ouestion 4 Not Look Today	0	Percent Total Surveys	0%

5. The library staff was responsive to my needs.

Average #5 3

3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Wildwood Public Library 6-10

Date Rcv	6Compute 6Summer 6Child	70ther 7Compute 7Adult 7Teen 7Child 6None	70ther	Comment Size Size Size Size Size Size Size Size
3/4/2010]	3 3 2 2 Everything about your library is pretty positive.
3/4/2010]	2 2 2 2
Total	Surveys 2			
		ite which progran Il that apply.)	is you i	have participated in during the past 12 months.
	Total #6 Childs	ren Programs Events	0	Percent Total Surveys 0%
	Total #6 Summ	ner Reading Program	0	Percent Total Surveys 0%
	Total #6 Teen l	Programs Events	0	Percent Total Surveys 0%
	Total #6 Comp	uter Classes/Worksho	ps 0	Percent Total Surveys 0%
		Programs Events	0	Percent Total Surveys 0%
	Total #6 None	of These Programs	2	Percent Total Surveys 100%
		k any areas below all that apply.)	where	e you would like to see more programs offered at the library.
	Total #7 Child	lren Programs Events	0	Percent Total Surveys 0%
	Total #7 Teen	Programs Events	0	Percent Total Surveys 0%
	Total #7 Adul	t Programs Events	0	Percent Total Surveys 0%
		puter Classes/Worksho	ps 0	Percent Total Surveys 0%
	Total #7 Other	r	0	Percent Total Surveys 0%
8	3. Please rate	your satisfaction	with th	e physical facility of this library:
	Average Size	2.	5	3 Very Satisfied 2 Satisfied 1 Not Very Satisfied
	Average Clean	aliness 2.	5	3 Very Satisfied 2 Satisfied 1 Not Very Satisfied
	Average Furni	iture/Furnishings 2		3 Very Satisfied 2 Satisfied 1 Not Very Satisfied
	Average Numl	per of Computers 2		3 Very Satisfied 2 Satisfied 1 Not Very Satisfied
I	Please tell us	about yourself.		
	Are you:	Total Male 1		Percent Total Surveys 50%
	•	Total Female 1		Percent Total Surveys 50%
	How old a	re you?		
		Total Under 18		Percent Total Surveys 0%
		Total 18-24		Percent Total Surveys 0%
		Total 25-39	ļ	Percent Total Surveys 0%
		Total 40-55		Percent Total Surveys 0%
		Total 56+ 2		Percent Total Surveys 100%

Villages Library 1-5

NoneofThes Socialize ChildProgra LiseCompute Macazines Newspapers Nolewspapers Not Regular Audio Books Books Books Not Regular Almonth Liwcek 1-3/week	# 3 # 3 Comment	#4 Yes	# 5 # 5 Comment
3/31/2010	2		2
3/31/2010	2	V	3
3/31/2010	3	Ø	3
3/31/2010	1 Need more magazines/book	Didn't have publications/mag azines, books I needed	1 Poor attitude, long lines, not enough help.
3/31/2010	2	V	3
3/31/2010	1		3
3/31/2010	3	V	3
3/31/2010	0		0
3/31/2010	3 Good selection of materials		3 Every single time I need help, the staff was professional and available
3/31/2010	3		3
3/31/2010	2		0
3/31/2010	3	V	3
3/31/2010	3		3 use hot mail. Thanks
3/31/2010	1 long wait for bes sellers	st 🗸 🗀	3
3/31/2010	3	V	3
3/31/2010	2	v 🗆	3
3/3/2010	2	V	1

Use For Noneof Th Socialize Socialize Shidy/No AdultProp TeenProp ChildProp Macazine Newspan MusicCDs AudioBoo Not Resul Not Resul Not Resul Not Resul	# 3 # 3 Comment
hesouk ouk oute oute oute oute oute oute oute oute	000

1. How often do you visit the library?

Total One to three times	4	Percent Total Surveys	24%
Total At least once	8	Percent Total Surveys	47%
Total Less than once	3	Percent Total Surveys	18%
Total Not on regular basis	0	Percent Total Surveys	0%

2. Which services do you frequently use at the library? (Check all that apply)

Total Books	15		Percent Total Surveys	88%	
Total Audio Books	1		Percent Total Surveys	6%	
Total Music CDs	0		Percent Total Surveys	0%	
Total DVDs	6		Percent Total Surveys	35%	
Total Newspapers	4		Percent Total Surveys	24%	
Total Magazines	4		Percent Total Surveys	24%	
Total Use Computer	2		Percent Total Surveys	12%	
Total Attend Child Program	ns	1	Percent Total Sur	rveys	6%
Total Attend Teen Program	ıs	0	Percent Total Sur	rveys	0%
Total Attend Adult Program	ns	2	Percent Total Su	rveys	12%
Total Study or Work Space	1	0	Percent Total Su	rveys	0%
Total Socialize		0	Percent Total Su	rveys	0%
Total None of these		0	Percent Total Su.	rveys	0%

3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average # 3 2.12

3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	12	Percent Total Surveys	71%
Total Question 4 No	2	Percent Total Surveys	12%
Total Question 4 Not Look Today	0	Percent Total Surveys	0%

5. The library staff was responsive to my needs.

Average # 5 2.35

3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Villages Library 6-10

70ther 70ther 7Compute 7Adult 7Teen 7Child 6None 6Adult 6Compute 6Summer	Other Comment	Cleanlines	rumture	Computers	8	Comment	Маlе	Female	Origer 10	ايد	10-00	40-55 25-39	56+	Additional comments
3/31/2010	1	3	2	2	2			ĮÇ	3 6	2 [I would like to see a greater selection of magazines such as on health, crafts, scrapbooking, decorating, etc.
3/31/2010 🗹 🗆 🗆 🗆 🗆 🗆 🗆	2	2 3	2	2	0			V	2 (/][.	Love visiting and using the library. It could be bigger but I've never left empty handed.
3/31/2010	. 3	3 3	3	3	3					∠ i [•	I love the libraryl The folks who work at The Villages library are always helpful and I like being able to order books from the Sumter County library system.
3/31/2010	1	i 2	•	1	1		✓							Facility too small and not adequate books, magazines, computers, chairs, and desks available for patronage aisles too small between book cases worry reading areas etc.
3/31/2010	more books	1 2	: 1	2	1			5	<u>/</u>] [✔ [}
3/31/2010	Internet hookups for a laptop computers	1 3	;	3	1			•		✔ [Computer hook up into internet for laptops. Get more art books. Your doing a good job with way you have.
3/31/2010		2 3	. ;	3	0		V)(I find the library staff to be very organized and accomodating.
3/31/2010	(0 0	+ 1	0	0									Good to have library phone no. on the library card. More books on vegetarian/vegan/raw food/healthy eating.
3/31/2010		1 3	;	2	1	We need a larger library with more computer space and large meeting room for events		Ŋ		V			□ 🗸	You have a professionally run library. I am impressed with the staffs ability to assist us with our many needs.
3/31/2010	:	2 2	?	2	2		V] :					<u> </u>

Date Revidence Silven Comment Silven Compute Silven	Size	Cleanlines	Furniture	Computers	8Comment	Male	25-39 18-24 Uinder 18 Female	Additional comments
3/31/2010	0	0	0			✓		Should stock additional books for genealogy research
3/31/2010	2	3	3	:	3			•
3/31/2010	3	0	0	()			?
3/31/2010	2	3	2	:	2	V		Ž
3/31/2010	3	3	3	;	3	✓		Really like this branch and the pleasant workers. Glad you are here.
3/31/2010	1	0	0	1)			Web site leaves much to be desired. Very difficult to navigate esp placing a "hold" "keep" seems to mean absolutely nothing- I had to call the library to ask how to place a "hold". Our library web site up north is a breeze to use. Please make this site "user friendly".

3/3/2010	Date Revel 6 Compute 6 Com	Size	Cleanlines	Furniture	Computers	8Comment	Male	Female	Under 18	25-39	56+ 40-55	Additional comments
you	3/3/2010	1	3	3	1							nice, but not responsive. I suggested an improvement that costs nothing with very little work and he didn't respond. All your "non-fiction" aisles are marked only that-"non-fiction". To find something-history, for example, you have to either know the Dewey Decimal System, or walk the entire non-fiction section! I suggested he add subjects below the "non-fiction" signs for each aisle. It would cost nothing and little work to add a piece of copy paper with "american History", "Florida History", "World History", "Rellgion", "Politice", or whatever, below the "non-fiction" signs. When he didn't respond, I asked if he could provide a copy of the DDS listing, and he sald it would be 26 pages, smiled, and then just sat there. It would help if the front desk is staffed with someone with a work ethic. Please consider the signage improvement. Thank

Date Revd 6 Compute 6 Compute 6 Compute 6 Compute 6 Compute 6 Child 6 Child 6 Child 6 Child 6 Compute 6 Co	8 Comment Computer Furniture Cleanline	Additional comments 56+ 40-55 25-39 18-24 Under 18 Female Male

6. Please indicate which programs you have participated in during the past 12 months. (Please check all that apply.)

Total #6 Children Programs Events	2	Percent Total Surveys	12%
Total #6 Summer Reading Program	0	Percent Total Surveys	0%
Total #6 Teen Programs Events	0	Percent Total Surveys	0%
Total #6 Computer Classes/Workshops	1	Percent Total Surveys	6%
Total #6 Adult Programs Events	1	Percent Total Surveys	6%
Total #6 None of These Programs	9	Percent Total Surveys	53%

7. Please check any areas below where you would like to see more programs offered at the library. (Please check all that apply.)

Total #7 Children Programs Events	0	Percent Total Surveys 0%
Total #7 Teen Programs Events	0	Percent Total Surveys 0%
Total #7 Adult Programs Events	4	Percent Total Surveys 24%
Total #7 Computer Classes/Workshops	5	Percent Total Surveys 29%
Total #7 Other	1	Percent Total Surveys 6%

8. Please rate your satisfaction with the physical facility of this library:

Average Size	1.53	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Cleanliness	2.12	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Furniture/Furnishings	1.82	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Number of Computers	1.18	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied

Please tell us about yourself.

Are you:	Total Male	6	Percent Total Surveys	35%
	Total Female	9	Percent Total Surveys	53%

How old are you?

Total Under 18	0	Percent Total Surveys)%
Total 18-24	0	Percent Total Surveys 0	1%
Total 25-39	0	Percent Total Surveys 0)%
Total 40-55	0	Percent Total Surveys 0	%
Total 56+	16	Percent Total Surveys 9	4%

Tuesday, April 20, 2010